

NC State University

Summary of Support Services

NC State University through the Industrial Extension Service provides engineering and technical know-how to North Carolina businesses to assist them to become more productive and profitable. To do this we provide expertise in Process improvement, Quality improvement, Business / Market growth strategies as well as programs in Health, Safety and Environmental compliance.

Our specialists will bring a wealth of industry expertise to your organization. For more than 50 years, they have leveraged their expertise in technology and best practices to transform Processes and Organizations to help new businesses grow and good existing businesses get better. Our experts will tailor a solutions package to help you get results. We can provide solutions for you in the following areas:

- [Streamlined Business Processes](#)
- [Defect-Free Processes](#)
- [Sales Growth and Innovation](#)
- [Supply Chain performance improvement](#)
- [Organizational Benchmarking](#)
- [Regulatory Compliance/Safety](#)
- [Environmental and Green Initiatives](#)
- [Workplace Efficiency](#)

Streamlined Business Processes

Utilizing process analysis, process mapping and problem solving/ improvement tools we can help identify and drive out cost, waste, time, defects, and inventory in any of your Business process. We do significant work in [lean healthcare](#), [lean government](#), [lean enterprise](#), [lean manufacturing](#), [lean office](#) and [lean product development](#) utilizing various Industrial Engineering tools and techniques employed in the Toyota Production System. These programs can greatly improve the businesses bottom line profit performance.

Defect-Free Processes

NCSU has significant experience in process quality improvement tools and strategies such as lean enterprise and statistical process analysis / [Six Sigma](#) programs .These programs are focused on driving defects out of the process thereby reducing the cost of customer complaints as well as in-process defect detection and repair. Additionally, we can help you develop and sustain Quality Management Systems such as [ISO 9001:2000](#) and related [systems ISO/TS 16949](#), [ISO 13485](#), [AS9100](#), and the [North Carolina Management Systems Summit](#) .

Sales Growth and Innovation

We provide solutions for top-line growth such as [Eureka! Winning Ways®](#), [Expotech](#) and [Strategic Planning and Deployment](#). Through a structured data driven process ,we can help your organization identify, define and quantify New Products, Markets or Service growth opportunities as well as develop an Export Plan for you business. Additionally we can help you develop, communicate and implement a companywide Vision, Mission and Strategic plan for the future.



Supply Chain performance improvement

We can help you analyze your present supply chain from selecting and managing your suppliers through the receiving, warehousing, material handling and logistics functions to identify and implement improvements in on-time delivery, quality and cost through our [Lean Supply Chain and Supplier Development programs](#).

Organizational Benchmarking

Through internal assessments of your operations as well as hosted plant tours to our annual [Shingo Prize](#) winners we can help you determine the current state of your business as compared to other World Class operations.

Regulatory Compliance and Safety

Our public and on-site programs include training and assessments in [air quality, regulatory compliance, safety & health, assessments, management systems, hazardous waste, HAZWOPER, MESH, ISO 14001, and OSHA](#).

Environmental and Green initiatives

Our environmental engineering resources can help evaluate your present systems and provide expertise and guidance in improvement in your [environmental impact and sustainability efforts](#).

Workplace Efficiency

We can do detailed process and product flow analysis in your facility including [ergonomics, facility layout, student-on-demand projects and time/motion studies](#) to help you in improving the stability safety and efficiency of your operation.

